findhelp

Free Tools for Community Organizations

Claiming Your Program

Get access to your programs!

> Go to **findhelp.org/claims**.

> Enter the name of your program or organization, then click "Search."

> Select the program(s) you'd like to claim and click the "Claim" button.

> Create an account by entering your name, work email, and password.

> Make sure to verify your account with the link we send to your email.

Suggest a Program

Not seeing your program?

> Go to **findhelp.org/find_a_program**.

> Search and verify your program isn't listed.

> Fill out the section titled "Review the program you searched for."

> Click the "Suggest a Program" button at the bottom of your screen.

Watch for an email from the Findhelp team (make sure to check spam!) in case we need additional information from you.

My Program Tools

Once you're logged into your Findhelp account, navigate to the top right corner and locate "My Program Tools."

This menu is your central navigation. You have access to all your tools, reporting, and editing capabilities from here!

Edit Your Program Listings

In "Edit Program Listings," you can make changes and updates to programs, hours and locations, and contact information.

If you choose to turn on one of the referral options described below, make sure there is an email address in the second box labeled "What address should we send their info to?" This email address only gets notifications from Findhelp letting your program know someone has reached out. It is NOT visible in public search.

One-Step Referrals

> Go to "Edit Program Listings."

> Click "Edit Contact Settings" for the program you wish to update.

> Select the first option, "Send us their name and contact information via secure email."

> Designate which email(s) should receive notification of new referrals.

> You can update the referral status directly within the email notifications.

findhelp

Screening Form

> Go to "Edit Program Listings."

> Click "Edit Contact Settings"

> Select "Fill out a screener application to determine eligibility" button.

You'll be able to create and customize your screening form, with over 80 standard questions available to help you get started!

Inbound Referrals

> Go to "My Program Tools" > "Inbound Referrals."

> Click the folder of the program with a new referral.

> View the details of the person reaching out.

> Update the status of each referral.
  (This translates to your program analytics.)

My Teams

Invite members of your organization to edit your programs, see analytics, and benefit from all other claimed provider resources by creating their own account.

To add a team member, click the "Invite Team Member" button in the top right. After entering your colleagues work email, designate which programs you'd like them to have access to.

Admins can gain full access to view and edit details associated with your programs.

Workers will have the same access as above, but cannot add or view additional team members.

Program Analytics

Search Activity Dashboard: See an overview of search trends in your program's coverage area.

Claimed Program Dashboard: View impact reports and inbound referral statistics on your claimed programs.

Screener Dashboard: Review reporting on screening form. (This must be enabled before use.)

Need Help?

If you can't find what you're looking for, or need additional step-by-step instructions, you have access directly from your Findhelp account!

In the top right corner, select "Support" and navigate to "Support for Community-Based Organizations" to find additional articles and videos.

Want to learn more?

Claim your programs on Findhelp today! **www.findhelp.org/claims**

findhelp